

MONO COUNTY SHERIFF'S DEPARTMENT CITIZEN SURVEY

We are very interested in your personal opinion of the quality of the service provided to you. For that reason, we would appreciate your response to the survey questions listed below:

What was the nature of contact with our department? Check all that apply.

a.

Initial Contact: Telephone In Person Other Describe:

b.

Type of Contact: Emergency Non-Emergency

c.

Nature of Contact: Criminal Matter Civil Matter Traffic Information Other Describe:

d.

Person Calling: Crime Victim Reporting Party Witness Concerned Citizen

If your contact was by phone, what was your impression of how staff handled your call?
Dissatisfied 1 2 3 4 5 Very Satisfied

Was the communications employee knowledgeable? Yes No

Explain: _____

If a Deputy called you or came to your home, did the Deputy perform his/her duties in a professional manner? Yes No

On a scale of 1 – 5 how would you rate the Deputy's professionalism and concern?
Unprofessional/Unconcerned 1 2 3 4 5 Professional/Concerned

Comments: _____

Did the Deputy resolve your complaint the best he/she could at the time?
Yes No

If you answered no to #6, do you feel that the Deputy did all that he/she could do?
Yes No

Comments: _____

On a scale of 1 – 5, how would you rate your confidence in the Mono County Sheriff's Department?
No confidence 1 2 3 4 5 Complete Confidence

Do you feel safe in your community? Yes No

Please rank your concerns in the order of importance to you: 1 being the most important and 9 being the least important.

_____ Gangs/Vandalism/Graffiti _____ Theft/Burglary
_____ Fraud/Identity Theft _____ Traffic/Abandoned Vehicles
_____ Environmental _____ Parolees/Regist. Sex Offenders
_____ Drugs _____ Other
_____ Crimes against Children/Domestic Violence

Please explain: _____

How could the Mono County Sheriff's Department improve its performance?

Additional Comments:

Optional Information

Name: _____ Contact Requested – Yes No

Address: _____

Phone Number: _____

Your information will be used to assess the Mono County Sheriff's Department and help determine how we may improve service to the citizens and visitors of Mono County. Your participation is appreciated.

Sincerely,
RALPH OBENBERGER
Sheriff-Coroner
County of Mono
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Bridgeport, Ca. 93517